



January 17, 2017

Operational Support Team Update

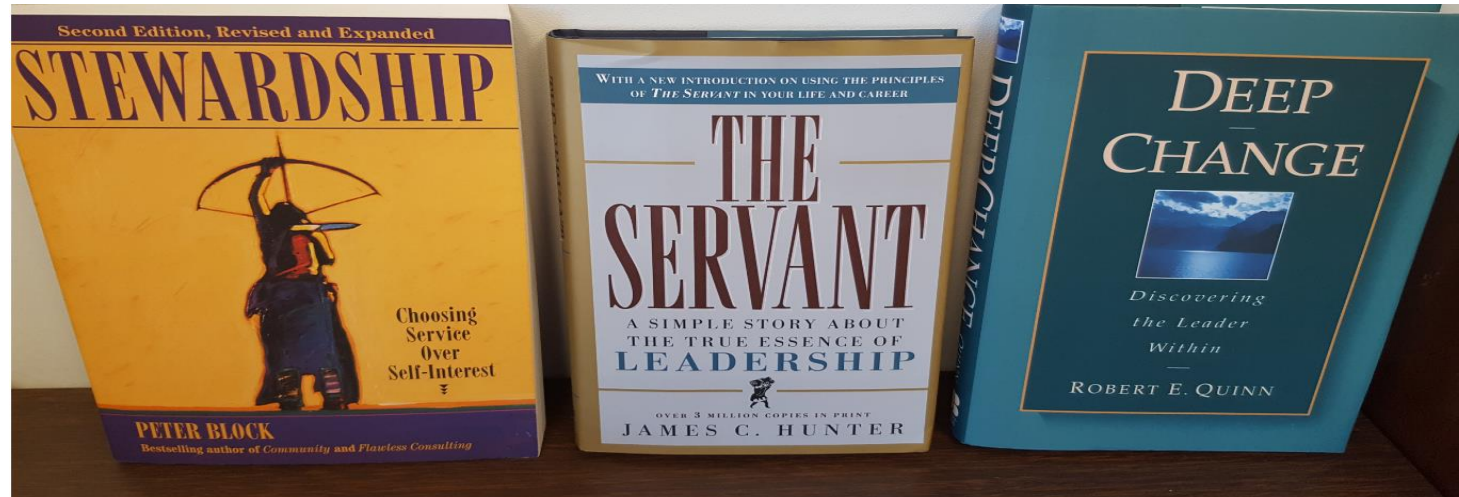


Supervisor's Cluster Meeting

- The December, 2016 Supervisor's Cluster Meeting PowerPoint and training material are available on the Learning Gateway in the OST Folder
- We are working with the Divisions to finalize Q&As and hope to have those posted to the Learning Gateway by mid-February

WSS LEAN Library "Featured" Books

ncwssinfo@dhhs.nc.gov



DHHS LEAN

Lean Government Project Certification

14 state-level staff will present before the North Carolina State University Lean Board on January 18, 2017. The following Lean projects will be presented during certification:

- Harnett County FNS Work Assignment Process
- Hyde County Work Assignment Process
- Union County Intake Application Process
- NC FAST Defects Process

Lean Projects in Progress

11 – Pender County DSS FNS Application Process	24 – Scotland County New Hire Training Modal
21 - OST Standardization of Universal Responsibilities	25 – NC Foster Care Licensing Process
22 - Cleveland DSS Reception Area Reconfiguration	26 – Forsyth County Customer Care Center Staff Utilization
23 - Wayne DSS FNS/MA Recertification Triage Unit Process	

